Manual

Phone

Internet

More Power, More Joy.

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Our telephone services

We are happy that you have chosen Phone. The following pages contain everything you need to know about the various options which this new service from upc cablecom offers you. We would like to wish you a lot of fun with your first call.
The voicemail box is deactivated by default. If required, you will need to set up the voicemail box first.

1. Your voicemail box

1.1 Features of the voicemail box

- Notification of new messages by means of a special buzzing sound on your home phone or, alternatively, an SMS can be sent to your mobile phone
- Messages can be retrieved and voicemail box settings changed via the Internet
- A choice of a standard greeting or a personally recorded message (max. 1 minute recording time)
- Push-button callback
- Maximum duration per recorded message: 5 minutes
- Capacity: 100 messages
- Storage time for incoming messages
  - New (unheard) messages: 30 days
  - Previously heard messages: 5 days
  - Stored messages: 30 days
- Voice-guided user instructions in German, French, Italian or English
- Direct access to your voicemail box when you are away from home: dial 086 followed by your phone number including the area code (e.g. 086 044 123 45 67).

1.2 Setting up the voicemail box for the first time

3 Please dial 3 and follow the instructions.	Here you can choose the language, record a personal message and change your PIN for external access to the voicemail box. You can switch this on by forwarding your calls (see 1.6).

1.3 Changing your PIN code for external access to the voicemail box

3 Call 3 to access the «Main Menu» of your voicemail box.

3 Press 3 to go to the «Settings» menu.

2 Press 2 to go to the «Changing your PIN code» menu.
Follow the voice-guided instructions to change your PIN code.

1.4 Listening to voicemail messages

When new messages have been recorded for you, the voicemail box can notify you in two ways.

- By SMS on your mobile phone (activation is described below)
- By a double beep when you pick up the receiver

1.4.1 Listening to voicemail messages from your own line

3 Dial 3 to listen to your voicemail messages.

3 Once you have listened to them, you can delete voicemail messages by pressing button 3.

1.4.2 Listening to voicemail messages from any line

0 8 6 **your telephone number**
Call 086 followed by your telephone number (for example, 086 044 123 45 67) and press the * button during the greeting message. Now enter your PIN (see 1.3) and confirm with the hash key #.

1.4.3 Listening to voicemail messages over the Internet

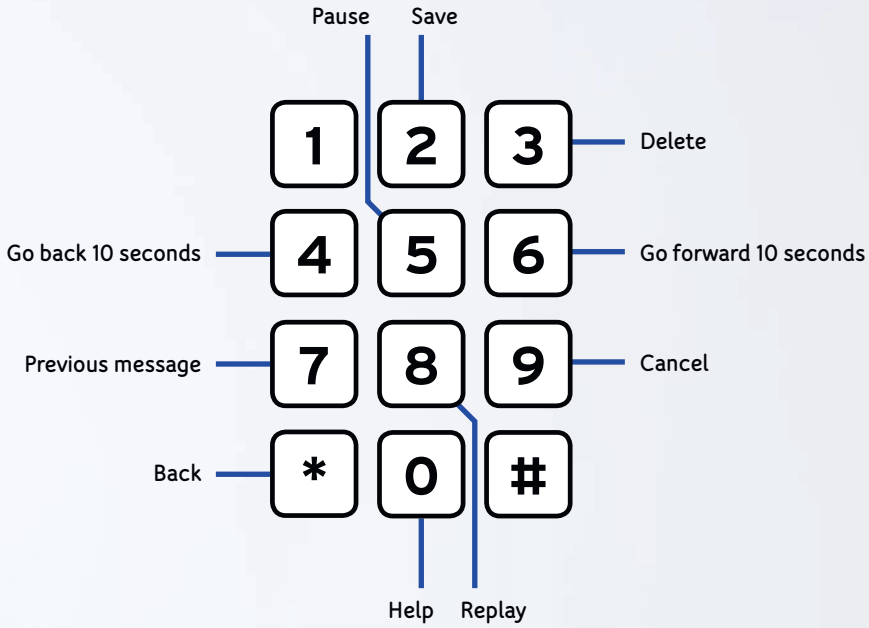
Log on to «MyUPC» on upc-cablecom.ch and click on the option «Phone». With your PIN code (see 1.3), you can access the section «Voicemail box» and listen to your messages there.

1.4.4 Notification via SMS

Log on to «My Account» on upc-cablecom.ch and click on the option «Phone». With your PIN code (see 1.3), you can access the section «Voicemail box» and specify a mobile phone number that will receive an SMS for every new voicemail message.

1.5 Operating the voicemail box

While listening to a voicemail message and immediately afterwards, you have the following options:



1.6 Forwarding calls to the voicemail box

1.6.1 Diverting calls to your voicemail box when your phone line is busy

Activation
Call the following service number:
*555#
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
#555#
Wait for the confirmation and then end the call.

1.6.2 Diverting calls to your voicemail box when you are not available (after 25 seconds)

Activation
Call the following service number:
*888#
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
#888#
Wait for the confirmation and then end the call.

1.6.3 Forward all calls to the voicemail box (you will receive no further calls on your telephone)

Activation
Call the following service number:
*000#
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
#000#
Wait for the confirmation and then end the call.

2. Call barring services

This function is used to block outgoing calls. The function is protected by a PIN code. This means that only you can activate or deactivate the function.

Before you can use this service, you must first change the pre-set PIN code (0000) on your home phone connection. The PIN code must contain four digits and four identical numbers may not be used.

This is not the same PIN setting that is described in section 1.4. However, you can define the same PIN for both functions.

Please note that only one call barring function can be activated at any one time. In order to switch from one call barring function to another, simply activate the call barring function you wish to use. The previous function will be deactivated automatically.

Call the following service number:
*99*0000* new PIN * repeat new PIN #
Wait for the confirmation and then end the call.

2.1 Barring all outgoing connections (except for emergency calls 112, 117, 118 and short numbers 143, 144, 145 and 147)

Activation
Call the following service number:
33 your PIN *1#
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
#33* your PIN #
Wait for the confirmation and then end the call.

2.2 Barring outgoing calls to numbers abroad and calls to satellite phones

Activation
Call the following service number:
33 your PIN *3#
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
#33* your PIN #
Wait for the confirmation and then end the call.

2.3 Barring outgoing calls to satellite phones

Activation
Call the following service number:
33 your PIN *4#
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
#33* your PIN #
Wait for the confirmation and then end the call.

2.4 Barring outgoing calls to business numbers (0906x)

Activation
Call the following service number:
33 your PIN *5#
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
#33* your PIN #
Wait for the confirmation and then end the call.

2.5 Barring outgoing calls to 0900x, 0901x and 0906x business numbers

Activation
Call the following service number:
33 your PIN *6#
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
#33* your PIN #
Wait for the confirmation and then end the call.

2.6 Barring outgoing calls to numbers abroad, to all business numbers and calls to satellite phones

Activation
Call the following service number:
33 your PIN *7#
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
#33* your PIN #
Wait for the confirmation and then end the call.

2.7 Barring outgoing calls to satellite phones and business numbers (0906x)

Activation
Call the following service number:
33 your PIN *8#
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
#33* your PIN #
Wait for the confirmation and then end the call.

3. Call forwarding

3.1 Permanent call forwarding to a chosen number

This enables you to forward all incoming calls to any domestic telephone number.

Activation
Call the following service number:
[*] [2] [1] [*]
Call forwarding number [#]
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
[#] [2] [1] [#]
Wait for the confirmation and then end the call.

3.2 Forwarding calls to a chosen number when you are not available (after 25 seconds)

This enables you to forward all incoming calls to any domestic telephone number.

Activation
Call the following service number:
[*] [6] [1] [*]
Call forwarding number [#]
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
[#] [6] [1] [#]
Wait for the confirmation and then end the call.

3.3 Forwarding calls to a chosen number when your phone line is busy

This enables you to forward all incoming calls to any domestic telephone number when your line is busy.

Activation
Call the following service number:
[*] [6] [7] [*]
Call forwarding number [#]
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
[#] [6] [7] [#]
Wait for the confirmation and then end the call.

Please note that when activating call forwarding «after a delay» or «if engaged», the relevant forwarding instructions to the voicemail box are deactivated and have to be reprogrammed if required. If you wish to divert to a new telephone number, deactivate the old diverted number first. Please also note that call forwarding does not work if the «Call waiting» function is active.

Please note that for security reasons calls will not be forwarded abroad.
To permanently redirect calls abroad, please contact our customer service on 0800 66 88 66.

4. Additional functions

4.1 Do not disturb

If you prefer not to be disturbed, you can turn off your phone with «Do not disturb» without disconnecting the phone from the cable modem. A recorded message will advise the caller that you do not wish to be disturbed.

Activation
Call the following service number:
[*] [2] [6] [#]
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
[#] [2] [6] [#]
Wait for the confirmation and then end the call.

4.2 Suppressing your number – for individual calls

You can block your telephone number on a call-by-call basis to prevent it from being displayed on the called subscriber's phone.

Call the following service number:
[*] [3] [1] [*] number to call [#].
Make call.

4.3 Permanently suppressing your number

To activate this function, please call our customer service on 0800 66 88 66.

4.4 Rejecting calls from withheld numbers

Activation
Call the following service number:
[*] [7] [7] [#]
Wait for the confirmation and then end the call.

Deactivation
Call the following service number:
[#] [7] [7] [#]
Wait for the confirmation and then end the call.

Please note that some companies as well as private subscribers will not accept calls if the caller's number identification is blocked.

4.5 Call waiting

If your line is engaged, a third party can still call you and let you know that they are waiting. You will be informed by means of an audible tone. You now have the option of terminating the present call or placing it on hold temporarily while you accept the waiting call. You can of course ignore the waiting call if you wish.

Activation
Call the following service number:
[*] [4] [3] [#]
Wait for the confirmation beep and then end the call.

Deactivation
Call the following service number:
[#] [4] [3] [#]
Wait for the confirmation beep and then end the call.

4.6 Toggling

4.6.1 Reject waiting call

Call the following service number:
Press [•] or [R] and wait for the dialling tone, then press [0].

Please note that call forwarding does not work if the «Call waiting» function is active.

4.6.2 Accept waiting call and end existing call

Call the following service number:

Press • or R and wait for the dialling tone, then press 1.

You can also end the current connection by hanging up. In this case, a beep indicates that you have a pending call. While you hear the ringing tone, you can accept the pending call by lifting the receiver.

4.6.3 Accept waiting call and place existing call on hold

Call the following service number:

Press • or R and wait for the dialling tone, then press 2.

Call the following service number:

Press • or R and 2 to switch between the connections / calls.

Please note that as long as the «Call waiting» function is active, forwarding will not work. When you end one of the two connections (hang up the receiver), a tone indicates that the other connection is still active. While you hear the ringing tone, you can answer the other connection by lifting the receiver.

4.6.4 Hold

This enables an existing call to be placed on hold in order to query something with another subscriber on the same line or to answer a waiting call (that has already been signalled). The existing call is held in the exchange.

4.6.5 Hold and accept a new incoming call

Call the following service number:

Press • or R and wait for the dialling tone.

Select the number 2 for questions (within 20 seconds) and wait for a connection.

Call the following service number:

Press • or R, then 2 to switch between the connections / calls.

4.6.6 Terminate call on hold

Call the following service number:

Press • or R and wait for the dialling tone, then press 0.

The existing call remains active.

4.6.7 Terminate current call and accept call on hold

Call the following service number:

Press • or R and wait for the dialling tone, then press 1.

The call on hold becomes active.

If you terminate one of the two calls by replacing the receiver, the phone will ring to indicate that the other call remains active. You can accept the call by picking up the receiver while the phone is ringing.

4.7 Three-way conference

During a call you can add another person to the conversation or exclude them again at any time without terminating the existing call.

4.7.1 Start three-way conference (during a call)

Press [•] or [R], wait for the dialling tone and enter the desired number;

press [•] or [R] again and wait for the dialling tone, then confirm with [3].

4.7.2 End – during a call

Replace receiver (both calls are terminated).
To switch back and forth between participants:

Press [•] or [R], wait for the dialling tone, enter [2].
First connection is put on hold, second remains active.

4.7.3 From the function «Hold»

Press [R] or [3] and wait.

5. Fax

You can also connect a fax machine for data transmission to the cable modem.
The fax groups 2/3 (up to 14.4 kbit/s) are supported.

6. Abbreviated dialling numbers

Number	Service name	Description
1818	Directory enquiries	National and international
112	Emergency services number	
117	Police	Connects you to the nearest emergency control centre.
118	Fire service	
143	Telephone counselling service	
144	Ambulance	
145	Emergency numbers for cases involving poisoning	Offers round-the-clock medical advice in cases involving poisoning.
147	Telephone assistance for children and young people	
140	Breakdown service	
1414	Rega	Emergency helicopter
1415	Air-Glaciers	
1600	Regio-Info	Regional information
161	Talking clock	
162	Weather forecast	
163	Inforoute	TCS road information
164	SporTel	Sports information
175	Troubleshooting service	
187	Avalanche bulletin	

7. Support

You can find answers to frequently asked questions and general tips online at **upc-cablecom.ch/support**. Of course, our technical support is also available at 0800 66 88 66, Monday to Friday from 8 am to 10 pm and Saturday and Sunday from 10 am to 6 pm.

Our additional Internet services

Thank you for choosing upc cablecom as your Internet service provider. The following pages contain everything you need to know about the various options provided by the tried-and-tested Internet service from upc cablecom. We hope you have a lot of fun!

1. Installation

For the correct installation of your modem and the wireless router please either use the upc cablecom **Installer DVD** or the **Quick Install Guide.**
The DVD provides animated instructions on how **to connect the devices correctly,** automatically creates a **wireless connection** with your computer and sets up a **personal @highspeed.ch e-mail address.**
You will also find the **Security Package** on the Installer DVD, which provides your Windows computer with optimal protection against viruses.

2. Security

The complete security solution offered by upc cablecom protects your computer effectively against threats from the Internet. The Internet Security Package includes anti-virus protection, spyware protection and also a firewall and parental control.
You will receive the best possible protection for just CHF 5.– per month (triple licence). You can also test the Security Package free of charge for 30 days. Please use the Installer CD to install the Security Package or download the software from upc-cablecom.ch/ security.

3. Webmail

Depending on the type of subscription, you can register up to five @hispeed.ch e-mail addresses. The maximum storage space per e-mail address is 500 MB. The maximum size of an e-mail is limited to 15 MB (sending and receiving). You can login to Webmail at www.hispeed.ch. For this, you need your @hispeed e-mail address and your personal password. You will receive the password (username and password) separately by mail.

4. Additional services

At hispeed.ch, you have you have access to other services, such as setting up your own homepage («My Homepage») or sending a free SMS (between 40 and 60 SMS). You also have 100 MB of «Online Storage», which you can access from anywhere or allow your friends to access it.

5. Support

You can find answers to frequently asked questions and general tips online at upc-cablecom.ch/support. Of course, our technical support is also available at 0800 66 88 66, Monday to Friday from 8 am to 10 pm and Saturday and Sunday from 10 am to 6 pm.